Sample SOW: Shared team hours

PixelCrayons | Sample for review | 9 October 2026

Use with the Agency Services Agreement, identified by date and version below. This sample does not authorise work. Complete the commercial fields and approve proposed terms before signature. Attach only this relevant SOW rather than the entire service library.

Provider: [Select ValueCoders India LLP for an Indian customer, or ValueCoders Services LLP for an international customer]. Contracting address: 703 Sector 15 Part 2, Gurugram 122001, Haryana, India. Agency: [full legal name and address].

Engagement particulars

Every service needs the following details, even where a published package is selected.

Field	Complete before payment
Parties and agreement reference	[Legal names; agreement date]
Client/project/account identifier	[Name or confidential identifier]
Selected service and exact scope	[Package, quantities, inclusions and exclusions]
Required inputs and permissions	[Inputs, owner, due dates]
Account manager and escalation contact	[Names and emails]
Agency approver	[Name and backup contact]
Channels and working calendar	[Hours, timezone, holidays and response targets]
Deliverables and acceptance	[Evidence/checklist for each output]
Start, review, completion or billing dates	[Dates and timezone]
Fees and payment	[Currency, tax, instalments, due dates]
Value allocation	[Deliverable/milestone values, totalling the fee]
Third-party costs and permissions	[Payer, subscriptions, usage caps, renewal, branding]
Data, AI and rights	[Approved access/tools, licences, processing addendum]
Commitment and exit	[Applicable schedule, notice, refund process]
Handover and support	[Files, access, records and support coverage]
Signatures	[Both parties, names, titles and dates]

For ongoing work, allocate the period fee across deliverables or reserved capacity. Unfinished work owed by the Provider does not simply expire on a calendar boundary. Never charge the same task under a package and again under shared hours.

Service-specific terms

Suitable for: a changing mix of agreed tasks across disciplines and client accounts.

Specify the monthly allowance, available disciplines, priorities, scheduling process and estimates. Current standard pools are 40 hours for USD 1,120, 80 for USD 2,240 and 160 for USD 4,480. The equivalent is USD 28 per combined team hour, not that many hours from every specialist.

The account manager agrees task estimates before work and sends weekly progress/time updates. Estimates include necessary coordination and QA. Define whether an estimate is a task cap or a forecast and require approval before exceeding the authorised allowance. No paid time is used for correcting Provider scope errors.

Up to 50% of the base allowance carries into one following active month, oldest first, then expires. On downgrade, use 50% of the smaller plan as the cap. Example: an 80-hour plan may carry up to 40 hours; a downgrade to 40 hours limits carry to 20. Unused available time is not refundable or convertible into cash. Provider-unavailable capacity follows the replacement/credit/refund remedy and is not classed as Agency-unused time.

Fees are monthly in advance without a multi-month minimum. Cancellation received before the next billing date prevents renewal after the paid period; record that date and timezone. Provider-undelivered work remains subject to completion or refund remedies. The SOW identifies how already approved work will be completed or handed over at exit. This is shared capacity, not a named full-time employee or unlimited output. No double charging with other packages.

Time logs identify date, task, discipline and duration. Proposed recording increment: 15 minutes, aggregating related small actions rather than rounding every message separately. Ordinary account administration is included in the fee; task-specific coordination and QA fall within the agreed task estimate and are not a separate surcharge. Parallel specialists consume their combined actual hours, disclosed in advance. Recruitment, general training, sales activity and Provider defect correction are not billable delivery time. The Agency can query a time entry without losing the right to report a later-discovered error.

Deliverable and commercial record

Output or reserved capacity	Acceptance evidence / availability record	Due date / period	Allocated fee
[Specify]	[Objective checks]	[Date and timezone]	[Currency and amount]

Total fee: [amount and currency]. Payment dates: [dates]. Third-party costs: [itemised approved costs or None]. Proposed terms accepted or varied: [identify each selection]. Supporting MSA version and date: [identify and attach]. The allocated values must total the agreed fee. This SOW does not override legal terms unless an express signed variation identifies the relevant MSA clause.

Approval and signatures

Provider authorised signatory: [name, title, signature, date]. Agency authorised signatory: [name, title, signature, date]. The Provider and Agency each receive the completed MSA and SOW, including attachments, before signing.